Allworx® IP Phones

Allworx — giving you the power of choice.

What do you want from a phone … the ability to make calls over the Internet or a standard phone line? Flexible performance as a PBX or Key system unit? Portability between home, office and remote sites? Whatever you need, Allworx IP phones are listening.

allworx®
communications without compromise

The phone is the part of your communication system that impacts your employees every day — it must be flexible, easy-to-use and productive.

Allworx provides small and medium businesses with the ability

VoIP that travels

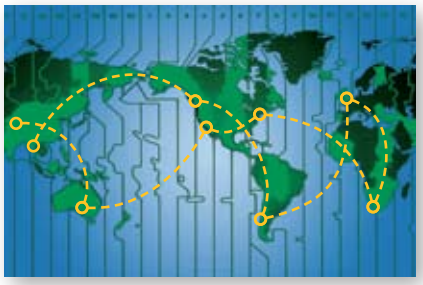
Remote locations. With an Allworx VoIP phone and an Ethernet connection, you can:

- Be a virtual "extension" of the office.
- Talk to any office site with an Allworx system — incur NO long distance charges.
- Use your personal settings from any location.

Multi-site calling

Multi-site. With Allworx phones and an Allworx system in each of your office locations, you can:

- Incur NO long distance charges between sites.
- Merge multiple sites with one system. Transfer calls between sites—the caller will never notice.



Presence management

Follow-me calling at your fingertips. You can change your call routing "presence" instantly, using:

- Your phone
- Your voicemail
- Your PC

"Allworx has earned us more business and sales through better communications"

John Crowley, President, Biznetix

"Allworx has performed flawlessly and keeps all of our businesses up and running."

Ray Love, President and CEO, Software Technologies

to communicate, collaborate and function as a large corporation.

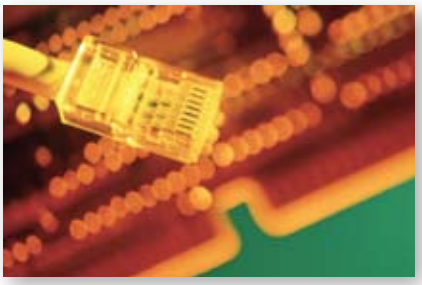
Easy learning curve

Get up and running quickly. The Allworx phones are user-friendly, with easy-to-learn features.

- Mix and match PBX and Key features.
- Access powerful features with one touch.
- Add new features whenever you need them.

Money saving features

Drastically reduce long distance charges. Connect your Allworx system to an Internet Telephony Service Provider (ITSP) and use the power of broadband to save money. The Allworx system is ready to connect to VoIP service providers right out of the box. Contact Allworx for a current listing.



Powerful call queues[1,2]

Eliminate busy signals. With our call queuing features, callers will never get a busy signal again.

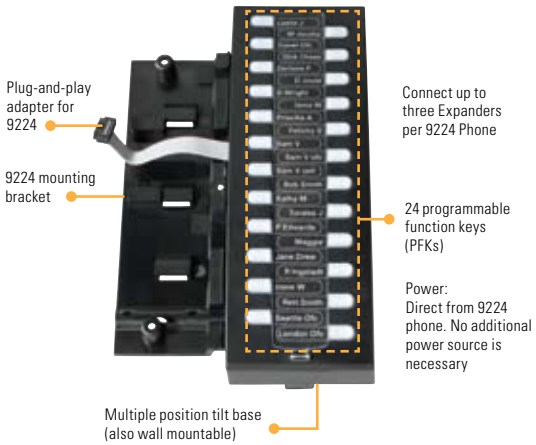
- Up to ten queues with up to 16 calls per queue.
- Individual phones can answer multiple queues.
- Each phone can be set to ring after user-defined number of callers or specified wait time.
- View continuously updated queue status on your PC screen or Allworx phone.

Allworx IP Phones. The phones that listen.

These sleek new phones don't just look good — they meet your needs for today and prepare you for tomorrow. With Allworx phones, you hear the future.

Allworx 9224 VoIP phone

Allworx Tx 92/24 Expander


Plug-and-play adapter for 9224
Connect up to three Expanders per 9224 Phone
9224 mounting bracket
24 programmable function keys (PFKs)
Power:
Direct from 9224 phone. No additional power source is necessary
Multiple position tilt base (also wall mountable)

Allworx 9212 VoIP phone

Allworx 9202 VoIP phone

Allworx — The best features for small and medium businesses.

Call Appearance (PBX behavior)

On PBX systems, incoming calls are directed to specific extensions. Using Allworx programmable function keys, you can assign keys to extensions, such as Sales, Accounting and yourself. Each key lights up as calls come in, allowing you to correctly identify and answer the calls. Call Appearance is the best choice when one person is answering many extensions.

Line Appearance (Key behavior)

In Key systems, an outside line connects directly to a phone. This approach works very well for small businesses with employees who pick up calls from any phone (e.g., "Bob, there's a call for you on Line Three"). Line Appearance gives direct access to each line independently and immediately, and is the best choice when many people might handle the same call across multiple phones.

SIP (Session Internet Protocol) Appearance

The ability to show SIP appearances is important when using VoIP lines. With Allworx, we can distinguish specific "phone" lines used over the Internet. It behaves just like a Line Appearance — the only difference is it's a phone line connected to the Internet. Allworx makes using VoIP technology transparent to your business.

Busy Lamp Field (BLF)

From your phone, you can monitor the status of another phone, extension or user. Imagine having the ability to quickly see who is on the phone and who isn't. Using Allworx phones you can have many different BLFs.

High-Fidelity Voice Handset

Allworx phones also include a High-Fidelity Voice Handset that makes your phone calls sound like the person you're speaking with is in the same room. Thanks to a greatly improved handset with exceptional static and interference eliminating capabilities, the 9200 Series phones bring voice conversations to life.

Remote Phone Capability

Allworx phones are designed to "instantly" work as a remote VoIP phone. No technical experience is required. The Allworx phone will negotiate communications through existing firewalls and "phone home" to the appropriate Allworx server. Once connected, the remote phone behaves just like it would if located at the main office. Remote users have all the same great features — line appearances, call appearances, BLF, DSS, call queues, intercom, etc.

Direct Station Selection (DSS)

Automatically opens an intercom connection to any other Allworx phone. Use this feature for people you need immediate access to or for those you call often.

Call Queuing[2]

Answer incoming calls from various company queues (e.g., customer support, account payables) using the same Allworx phone for your everyday calling. The system automatically recognizes which phones are assigned and available to each queue — even remote phones!

Call Assistant[2]

Use Allworx phones in conjunction with this powerful software tool that helps manage and distribute incoming calls. Ideal for live answer position or receptionists.

Access key information from the phone display:

- Call history
- Caller ID
- Company directory
- Redial
- Personal preferences (e.g. personal speed dials, audible dialing)
- Silent incoming calls

Explore the Allworx IP Phones — and choose the

Model 9224

The Allworx 9224 is today's premier high-fidelity phone bringing the latest advancements in IP telephony to today's business leaders. The intuitive design of the Allworx 9224 allows users to upgrade from their old key system with ease — no retraining is necessary.

- 24 programmable function keys
- Supports up to 24 line appearances
- Huge and easy-to-read 192 × 64 graphical backlit display
- Gives you the power to customize the phone to your specific communication style
- High-Fidelity Voice Handset

Model Tx 92/24 Expander

The Allworx Tx 92/24 Expander connects to the 9224 — the ideal solution for anyone who needs an array of one-touch features or the ability to monitor or route a high volume of calls directly from their phone.

- Automatic detection by the 9224 phone
- 24 programmable function keys
- Connect up to three Expanders to each 9224 for an additional 24, 48, or 72 programmable function keys (maximum of 96 including phone)
- Supports up to 24 line appearances per Expander for a maximum of 96 appearances

right solution for you and your business.

Model 9212

The Allworx 9212 is a sophisticated and flexible top-of-the-line phone — perfect for executives, office managers, and active employees who make and receive a high volume of calls.

- 12 programmable function keys
- Supports up to 12 line appearances
- Large and easy-to-read 192 × 64 graphical display
- Gives you the power to customize the phone to your specific communication style
- High-Fidelity Voice Handset

Model 9202

If you want the power and cost efficiencies of VoIP but don't have a high call volume or need for call line appearances, the Allworx 9202 is just right for you. It has a sleek, compact design and is extremely easy to use. Just plug it in and start saving!

- Two programmable function keys
- Supports up to two line appearances
- Large and easy-to-read 128 × 64 graphical display
- Compact size fits neatly on your desk

Allworx Phones — Key Advantages

Allworx phones are the most feature-rich, flexible, easy-to-use phones on the market. We're not just making broad claims — there truly are some key differences between Allworx phones and other competitive offers that provide significant benefits to small and medium businesses.

Phones that lower your costs

- **Lower purchase cost**
  The Allworx phones save you money compared to other VoIP phones that have less features.
- **No increased cost for remote phones**
  There are no additional license charges required to set up a phone remotely.
- **No long distance charges**
  With an Allworx VoIP phone and an Ethernet connection, you can make calls and incur NO long distance charges.
- **No site-to-site long distance charges**
  With Allworx phones and an Allworx system in each of your office locations, you can incur NO long distance charges between sites.[2]
- **Reduced wiring and installation costs**
  Our built-in switch even lets you use your PC's existing Internet connection for your phone, reducing wiring costs and installation time.

Get the features you want and more

- **Three way conferencing**
  Many phones provide this feature; however, the Allworx phones allow you to conference active calls without even dialing an extension.
- **Broadcast paging**
  The Allworx phones provide broadcast paging within specified zones or to the entire company.
- **Intercom auto answer**
  Many phones have intercom capability, but no one offers an auto answer feature that allows you to answer an intercom without having to pick up the phone.
- **State-of-the-art echo canceling**
  Voice quality is critical with phones. Allworx has engineered technology into our phones that enables superior voice quality — leaving the industry experts in awe.
- **Unique remote phone capabilities**
  The Allworx phones are the only IP phones that provide BLF, SIP appearance, line appearance and more to remote users.

"Our company is benefiting from the full array of rich features, and we're taking care of our customers in a much more efficient manner."

Jan Lowe, Vice President of Operations, Vector Networks

Easiest phone to use!

- **Engineered for ease of use**
  Even though they are feature-rich, the Allworx phones are specially engineered to be easy to use.
- **Specific features easier to use**
  Features such as conference calling or voicemail are directly accessible through dedicated buttons.
- **No programming required**
  Allworx phones are truly plug-and-play. No programming is necessary by the user.
- **Easy remote set up**
  If you take the phone to a remote location, all the functions and buttons stay the same — no reprogramming needed — it's as if you were in the office.

True Key System/PBX Behavior

- Whether calls come through CO lines, T1/PRI or the Internet, Allworx has advanced technology that truly emulates key system line appearance.
- Set phones to behave like a Key or PBX system, or a mix of the two — it's your choice.

Key system behavior

- Push a button for a specific outside line; incoming calls illuminate that line's button.

- One incoming call can go to many people.

PBX system behavior

- Calls are routed to an extension by a phone system (e.g., Allworx 6x) in your office.

- One person can handle many incoming calls.

9224 Phone with three Tx Expanders

The Allworx systems supercharge your phones

The Allworx 24x, 6x and Px 6/2 Expander were created by the same engineers who created the Allworx IP phones. Allworx phones work seamlessly with the Allworx systems to provide a fully integrated communications solution. No matter what Allworx system you select, you get all the same great phone features and functionality.

Allworx 6x

The Allworx 6x system is an all-in-one communication system integrating a feature-rich phone system, advanced IP phones and powerful software features that can substantially improve your company's productivity while saving you on-going monthly costs.

- Up to 60 users, six CO lines and two FXS ports
- Designed for companies of up to 60 employees per site
- Works with traditional CO and VoIP lines
- Site-to-site networking
- Built-in voicemail
- 2006 Product of the Year, *Internet Telephony* Magazine
- 2007 Product of the Year, *Communications Solutions* Magazine

Allworx 24x

The Allworx 24x system is an all-in-one communication system integrating a feature-rich phone system, advanced IP phones and powerful software features that can substantially improve your company's productivity while saving you on-going monthly costs. The integrated T1/PRI capability provides more cost savings and reliability than any other offer in the industry.

- Three CO lines, five FXS ports
- Designed for companies of up to 150 employees per site
- Works with traditional CO and VoIP lines
- Site-to-site networking
- Built-in voicemail
- 2006 Excellence Award, *Internet Telephony* Magazine
- 2007 Product of the Year, *Internet Telephony* Magazine
- 2007 Product of the Year, *Communications Solutions* Magazine

Allworx Px 6/2 Expander

The Px 6/2 Expander provides six FXO ports and two FXS ports per unit, and up to three Px 6/2 Expander units can be connected per Allworx system. With a fully integrated graphic user interface, the Allworx Px 6/2 Expander is a simple plug-and-play option to quickly expand existing capabilities as need.

Allworx 9224, 9212, 9202 and Tx 92/24 Technical Specifications

Overview

- Voice over Internet Protocol (VoIP) phone using SIP 2.0 protocol.
- Supports 24 phone lines [Model 9224] expandable to 96 [Tx 92/24], 12 phone lines [Model 9212] or two phone lines [Model 9202].
- Phones designed to easily integrate with Allworx servers and software options.

User configurable settings

- Audible dialing.
- Auto on hold.
- Auto retrieve calls.
- Call time.
- Clock mode.
- Display contrast.
- Backlight brightness control [Model 9224].
- Force auto answer.
- Hold button operation.
- Hold reminder.
- Intercom auto answer.
- Missed call tracking.
- Multiple voicemail indicators.
- Off hook answer mode.
- Off hook ringing.
- On hook dialing.
- Paging acceptance .
- Parking orbit reminders.
- Redial/Call back/Call history.
- Sidetone disable.
- Ten personal speed dials from keypad (in addition to the option of assigning speed dials to the PFKs).
- Visual message waiting indicator.

Administration[1]

- Access to remote Allworx phones for reconfiguring and resetting.
- Automatic software upgrades for phones.
- Automatically reassign user settings when replacing phone(s).
- Customizable templates for quick installation and configuration.
- Dialing plans support international calling.
- Factory test and diagnostics support.
- Mix PBX and Key phone functionality per phone.
- Online installation instructions.
- Programmable dialing plans downloaded to phone.
- Restrict handsets to specific user groups & calling plans.
- Select any combination of SIP line and CO line appearances for Allworx phones.
- Server commanded auto-reboot and manual reboot.
- Status logs.
- The programmable function keys (PFKs) are configured specific to each Allworx phone. The following features are customizable based on end user needs:

Busy Lamp Field (BLF)	Line Appearance
Call Appearance	Parking Orbit
Call Monitor	Parking
Centrex Flash	Queue Appearance
Day/Night Mode	Redial
Speed Dial – Company Wide	Direct Station Selection (DSS)
Headset [9224 & 9212]	Speed Dial – Personal
Multiple Voicemail Indicators	

- Zone paging — make intercom announcements over all Allworx phones in a specific zone .
- Music-On-Hold — background music support.[1,3]

Electrical and regulatory information

- Power options:
  - 24V DC adapter, supplied locally at the desktop using the included AC to DC power supply.
  - Power over Ethernet (PoE) 802.3af [Models 9224 & 9212].
- UL listed. FCC Class B.

Remote user (SIP) capability

- Remote users are able to make/receive calls as if they were in office.
- Simple "plug-and-play" setup for remote use via Internet (Internet Call Access™ software option not required).
- Built in automatic authentication to Allworx server.
- Automatic NAT transversal negotiation with existing firewall at remote and main location.
- No static IP address required for remote phone.
- Remote user has all functionality of local user (e.g., Call, Line, and SIP Appearance).
- No additional software required.
- Remote phones are able to answer call queues, call monitors, parking orbits, SIP Appearance, and Call or Line Appearances from main office.
- System administrator can change settings & reboot remote Allworx phones without being at remote location.

Phone buttons

- ***Conference*** — Supports 3-way conference calling. Note: Conference Center™ software option provides additional conference calling capabilities (four 8-way conference bridges with the Allworx 24x and one 8-way conference bridge with the Allworx 6x).[2]
- ***Do Not Disturb (DND)*** — Phone will receive no calls (calls follow current presence routing). Also, pressing DND for 3 or more seconds allows user to switch their Presence.
- ***Hold*** — Puts active caller on hold at handset location.
- ***Info*** — Displays context-sensitive information about all buttons on the phone, including programmable function key settings and personal speed dial information (9224 & 9212 models both have Info Button, Model 9202 accesses Info using programmable function key).
- ***Intercom (station to station intercom)*** — Initiate a call to another Allworx handset.
- ***Messages*** — Used for fast access to the message center; this button is illuminated RED if new voicemail messages have arrived.
- ***Mute*** — Turns off the microphone of the speakerphone, handset, and headset.
- ***Park*** — Dedicated park button allows active callers to be placed in a parking orbit.
- ***Programmable Function Keys*** — 24 illuminated PFKs [Model 9224 & Tx 92/24 Expander], 12 illuminated PFKs [Model 9212] or two illuminated PFKs [Model 9202]. Used for any combination of Call Appearance, Line Appearance, SIP Appearance, call queuing, call monitors, Centrex flash, parking orbits, headset, speed dials (personal and company), direct station selection, busy lamp field, redial, and info.
- ***Release*** — Ends call, disconnects call leg or cancels current operation.
- ***Transfer*** — Allows for both attended and unattended (blind) transfers.
- ***Volume*** — Volume control for full duplex speakerphone, handset, headset and ringer.
- ***4 soft keys*** on the 9224 and 9212 and ***3 soft keys*** on the 9202 which have different functionality based on operation selected via display.
  - Two arrow buttons: used for scrolling up and down the menu via display
  - Enter button: used for selecting options or settings via display
- ***PFK labels*** for easy reference [Models 9224, Tx 92/24 & 9212].

Height and weight

- Model 9224 dimensions: 8" H × 9.5" W × 7.5" D (20 × 24 × 19 cm).
- Model Tx 92/24 dimensions: 7.5" H × 2.5" W × 1.5" D (19 × 6.5 × 4 cm).
- Model 9212 dimensions: 9" H × 9" W × 7.5" D (23 × 23 × 19 cm).
- Model 9202 dimensions: 8" H × 7.5" W × 6" D (20 × 19 × 15 cm).
- Model 9224 weight: 2.3 .lb (1.04 kg).
- Model Tx 92/24 weight: 1.0. lb (.45 kg).
- Model 9212 weight: 2.3 lb (1.04 kg).
- Model 9202 weight: 1.7 lb (0.77 kg).

Functionality

- Call history.
- Call queuing — incoming calls are routed to specific handsets, hear a special message, and are answered in consecutive order. Phones support up to ten queues.[1]
- Centrex/CO/SIP Line flash.[1]
- Different ring types per phone.
- Directory Dialing — access all users' extensions via phone display and auto dial.[1]
- Hearing Aid Compatible (HAC) handset (meets American Disabilities Act requirements) and HAC compliance for magnetic coupling to approved HAC hearing aids.
- High quality full duplex speakerphone [Models 9224 & 9212].
- Missed calls record.
- Non-volatile user settings — will not lose settings if power is lost.[1]
- Presence management — view and modify Allworx presence settings from your phone, integrated with Allworx software.[1]
- Speed dials — 1,050 programmable, company-wide speed dials[1] and ten personal speed dials per user.
- Visual ring indicator [Models 9224 & 9212]— flashing indicator is visible from all angles.

Display and design

- Caller ID — shows name and phone number of incoming caller (as available).
- Dial Number Identification Service (DNIS) — displays originally dialed name or number (as available).
- Case is sturdy textured black ABS plastic.
- Date/Time display.
- Displays multiple simultaneous calls — scroll between calls on hold.
- Handset cord expandable up to nine feet.
- Large graphical backlit LCD screen provides scrollable information [backlit option on Model 9224 only].
  - Resolution: 192 × 64 pixels [Models 9224 & 9212]
128 × 64 pixels [Model 9202]
  - Dimensions: 3.4" × 1.4" [Models 9224 & 9212]
2.24" × 1.25" [Model 9202]
  - Font size: 8 pt and 12 pt
  - Number of lines: up to eight lines of text
- Phones only available in black.
- Four dynamic soft keys on the Allworx 9224 and 9212 and three soft keys on the 9202 allow users to scroll up/down and make selections throughout the user menus.
- Two clocks — Call Timer and Time of Day.

Technical specifications

- Built-in headset jack: RJ-11 [Models 9224 & 9212]
- Download firmware updates from any Allworx system.
- G.711 and G.729a audio codecs.
- IP address assignment — DHCP client or statically configured.
- Quality of Service (QoS) – supports VLAN capability, Call Admission Control (CAC), DiffServ, and priority queuing.[1]
- Supports PoE 802.3af [Models 9224 & 9212].
- Two integrated 10/100 auto crossover Ethernet switched ports.
- Wall mountable or tilt base for 9224 & 9212 phones and Tx 92/24 Expander.
- Wall mountable or one-position base for 9202 phone.

Options

- Headset [Models 9224 & 9212].

Warranty

- One year limited warranty from date of reseller purchase.

9202 IP Phone

9212 IP Phone

9224 IP Phone with three Tx Expanders

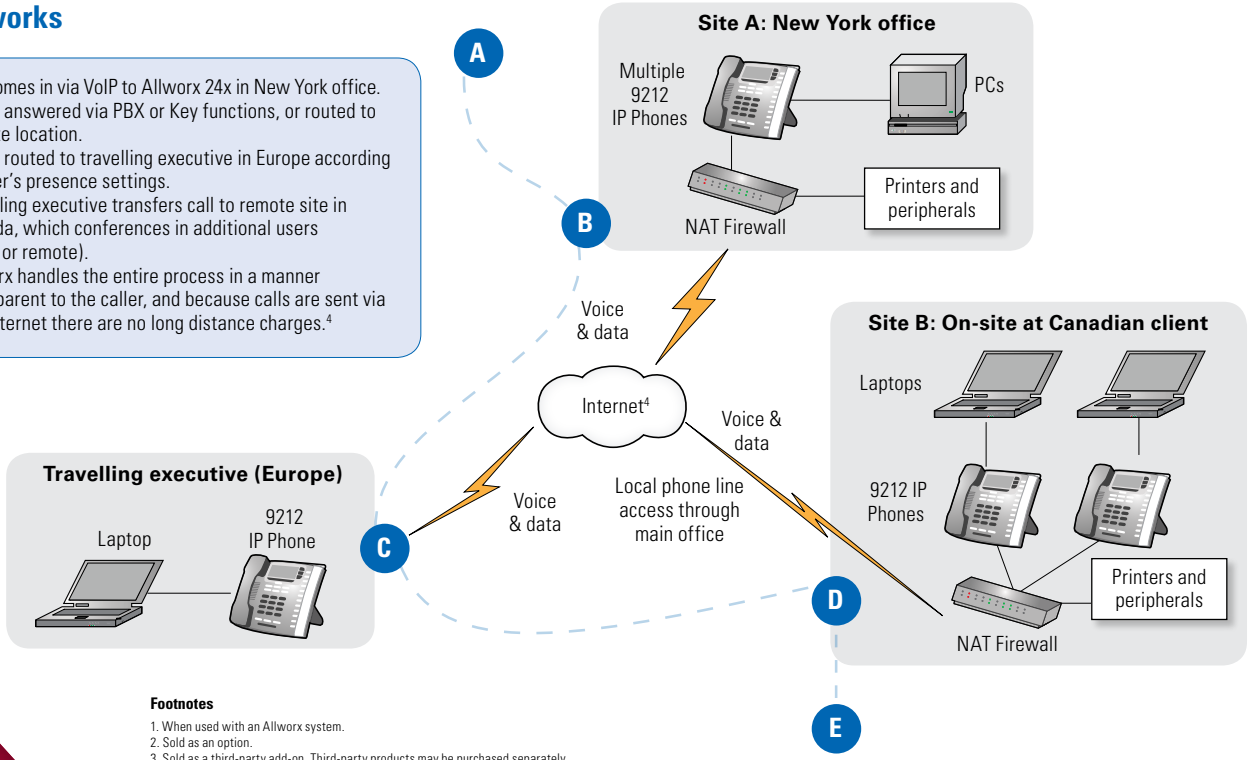
Feature comparison

Feature	9224	9212	9202
Adjustable stand — wall mount	•	•	•†
Backlit screen	•		
Call history / Missed calls	•	•	•
Caller ID	•	•	•
Call waiting — displays caller information on LCD	•	•	•
Check messages button	•	•	•
Conference call button — up to three callers	•	•	•
Distinctive ring types — distinguishes different types of calls	•	•	•
Do Not Disturb button — eliminates interruptions	•	•	•
High-Fidelity Voice Handset	•	•	•
Hold button	•	•	•
Info button — accesses on-screen help	•	•	
Intercom button — connects to other extensions	•	•	•
Maximum number of call appearances per phone	24	12	2
Multiple voicemail indicators	•	•	
Mute button	•	•	•
One Touch Day & Night Mode	•	•	
Power over Ethernet	•	•	
Programmable Function Keys	24	12	2
Redial	•	•	•
Release button — relinquishes line without hanging up	•	•	•
RJ-11 headset port	•	•	
Speakerphone — Full-duplex	•	•	
Speakerphone button — activates microphone and speaker	•	•	
TAPI support — integrates phone and computer[2]	•	•	•
Transfer call button	•	•	•
Visual ring indicator	•	•	

† 9202 is wall mountable but does not have an adjustable stand.

How it works

A Call comes in via VoIP to Allworx 24x in New York office.
B Call is answered via PBX or Key functions, or routed to remote location.
C Call is routed to travelling executive in Europe according to user's presence settings.
D Travelling executive transfers call to remote site in Canada, which conferences in additional users (local or remote).
E Allworx handles the entire process in a manner transparent to the caller, and because calls are sent via the Internet there are no long distance charges.[4]



Footnotes

1. When used with an Allworx system.
2. Sold as an option.
3. Sold as a third-party add-on. Third-party products may be purchased separately.
4. Connect to an ITSP to save on long distance calls, and to an ISP for Internet access.

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